

## **Technology Efficiencies and Process Improvements**

**Client Need:** A captive automobile finance company wanted to measure its performance benefit and savings from the implementation of a major system upgrade.

**Solution:** BenchMark Consulting documented processes and identified and measured 70 performance metrics that were used to compare post-upgrade implementation to pre- upgrade implementation performance. Concurrently, BenchMark identified and documented numerous opportunities to improve current processes and delivered formal recommendations to the client resulting in significant annual savings.

**Results:** BenchMark delivered conversion performance metrics. Separately, annual savings of \$6 million were identified from the adoption of process improvement recommendations.